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GOVERNMENT OF PUNJAB

DEPARTMENT OF SOCIAL SECURITY AND WOMEN & CHILD DEVELOPMENT

(Disability Cell)

NOTIFICATION

The 4th June, 2026

No. SSWCD-11/70/2026-1DC/1/1398050/2026.-In pursuance of Section 80(b) read with Section 81 of the Rights of Persons with Disabilities Act, 2016, and with a view to ensure effective implementation of the Act, the Standard Operating Procedure (SoP) for compliance of the recommendations/orders made by the State Commissioner for Persons with Disabilities, as annexed herewith, to all Departments/Boards/Corporations/ Local Authorities for strict compliance.

GURKIRAT KIRPAL SINGH, IAS,
Administrative Secretary to Govt. of Punjab
Department of Social Security and
Women & Child Development

Chandigarh
The 2nd June, 2026

Annexure

Standard Operating Procedure (SOP)

1.1 Short Title

This SOP shall be called "SOPs for Compliance of Orders of State Commissioner for Persons with Disabilities, Punjab".

1.2 Objectives

The objective of this SOP is to:

i. Ensure time-bound compliance of orders/recommendations
ii. Establish clear accountability mechanisms
iii. Standardize procedures across all departments
iv. Strengthen implementation of disability rights

1.3 Applicability

This SOP shall apply to:

i. All Departments of Government of Punjab
ii. Boards/Corporations
iii. Local Authorities
iv. Universities and Educational Institutions
v. Any authority receiving directions from the State Commissioner including Private Establishments.

1.4 Complaints, Inquires and Safeguards

1.4.1 Inquiry into Complaints

The State Commissioner shall, in exercise of powers under the Rights of Persons with Disabilities Act, 2016, take cognizance of matters relating to deprivation of rights of persons with disabilities, either:

i. On receipt of a complaint from any aggrieved person, individual, organization, or representative body; or
ii. Suo motu, on the basis of information received from any source, including media reports, field observations, or any other credible material.

While conducting such inquiry, the State Commissioner shall examine, inter alia:

i. Whether any statutory or legal right guaranteed under the RPwD Act, 2016 or any other law for the time being in force has been denied or violated;
ii. Whether any benefit, entitlement, concession, or facility admissible to persons with disabilities has been withheld, delayed, or improperly denied;
iii. Whether any act or omission on the part of any authority amounts to discrimination, exclusion, or unequal treatment on the ground of disability;
iv. Whether there has been any failure of duty or negligence on the part of a public authority in implementing provisions of the Act.

The Commissioner may, for the purpose of such inquiry, call for records, summon officers, seek written explanations, and conduct hearings in accordance with the principles of natural justice.

1.4.2 Review of Safeguards

The State Commissioner shall periodically review the adequacy and effectiveness of safeguards provided under the Act and other relevant laws for the protection of the rights of persons with disabilities. Such review shall include, but not be limited to:Reservation Policies:

i. Examination of implementation of reservation provisions in recruitment, promotion, and other service matters, including maintenance of rosters, filling of backlog vacancies, and adherence to prescribed quotas;
ii. Accessibility Norms: Assessment of compliance with standards of accessibility in public buildings,

transport systems, information and communication technologies, and service delivery mechanisms, as notified under the Act;

iii. Welfare Schemes and Programmes: Evaluation of the implementation and reach of schemes relating to education, employment, social security, health care, skill development, and rehabilitation of persons with disabilities.

Based on such review, the State Commissioner shall make appropriate recommendations to the concerned authorities for: i) Removal of deficiencies; ii) Strengthening of implementation mechanisms; and Ensuring effective realization of rights and entitlements of persons with disabilities.

1.4.3. Monitoring of Implementation of RPwD Act

The State Commissioner shall monitor the implementation of the provisions of the Act, rules, notifications, and schemes relating to persons with disabilities by all Departments, Boards, Corporations, and Local Authorities. For this purpose, the State Commissioner may:

i. Review Departmental Compliance: Call for periodic reports, returns, and status updates from Departments regarding implementation of statutory provisions, schemes, and directions issued by the Commissioner;

ii. Analyze Reports and Data: Examine reports submitted by Departments, identify gaps, delays, or deficiencies, and issue directions for corrective action;

iii. Follow-up Action: Monitor compliance of recommendations/orders issued and take further action in cases of non-compliance, including summoning responsible officials and reporting the matter to the State Government.

1.4.4 Awareness, Capacity Building and Research

The State Commissioner shall undertake measures for promoting awareness, capacity building, and research in the field of disability rights and inclusion. In this regard, the State Commissioner may:

i. Conduct Workshops, Seminars and Training Programmes:

ii. Organize awareness programmes for Government officials, institutions, and stakeholders to sensitize them about the provisions of the Act, rights of persons with disabilities, and obligations of authorities;

iii. Issue Advisories and Guidelines:

iv. Circulate instructions, advisories, and best practice guidelines to Departments and institutions to facilitate effective implementation of the Act and to address emerging issues;

1.5. Procedure for Handling Cases

1.5.1 Receipt and Registration of Complains

The State Commissioner shall take cognizance of complaints relating to persons with disabilities through the following modes:

i. Written applications submitted by aggrieved persons or their representatives;

ii. Electronic/online submissions through designated portals or email;

iii. Suo motu cognizance based on information received from any credible source.

Upon receipt, the complaint shall be:

i. Registered with a unique case identification number generated in a systematic manner;

ii. Categorized based on subject matter (such as employment, education, accessibility, welfare, certification, etc.);

iii. Entered into the prescribed register/MIS system for record and tracking purposes.

1.5.2 Issuance of Notice

After registration of the case, the State Commissioner shall issue a formal notice to the concerned

Department/Authority.

The notice shall:

i. Contain brief facts and allegations of the case;
ii. Enclose relevant documents, where necessary;
iii. Direct the Respondent Authority to submit a written reply within a specified period, ordinarily ranging between 15 to 30 days, depending upon the nature and urgency of the matter.

The notice shall be served through appropriate official channels, including email, registered post, or other legally permissible modes, and proof of service shall be maintained.

1.5.3 Hearing and Inquiry and Orders

Upon receipt of the reply, or upon expiry of the stipulated time for submission of reply, the case shall be listed for hearing.

The State Commissioner shall ensure that:

i. Both parties are afforded a reasonable opportunity of being heard, in accordance with the principles of natural justice;
ii. The proceedings are conducted in a fair, transparent, and impartial manner.

During the course of hearing and inquiry, the State Commissioner may:

i. Examine documents and evidence submitted by the parties;
ii. Call for additional records or clarifications from the concerned Department/Authority;
iii. Summon witnesses or officers for examination;
iv. Seek any further information deemed necessary for proper adjudication of the matter.

1.5.4 Orders / Recommendations

Upon conclusion of the inquiry, the State Commissioner shall pass a reasoned and speaking order, clearly setting out:

i. The facts of the case;
ii. Issues for determination;
iii. Findings based on evidence and applicable law;
iv. Directions/recommendations issued to the concerned authority.

Recommendations/orders issued by the State Commissioner shall be endorsed to the concerned Administrative Secretary/Heads of Department and shall also be marked to all Grievance Redressal Officer (GRO) appointed by the respective Department under Section 23 of *the Rights of Persons with Disabilities Act, 2016.*

1.6. Compliance of Orders

1.6.1 Receipt of Order

All orders/recommendations issued by the State Commissioner shall, upon receipt in the concerned Department:

i. Be immediately diarized in the inward register;
ii. Be marked to the designated officer responsible for taking action and Grievance Redressal Officer (GRO)

1.6.2 Examination of Order

The responsible Officer/GRO shall undertake a detailed examination of the order and shall:

i. Carefully study the contents and directions contained therein;
ii. Identify the specific actions required for compliance;
iii. Determine the officer(s) responsible for execution of such actions;
iv. Seek legal or administrative opinion, wherever necessary, to ensure proper implementation in accordance with applicable rules and regulations.

1.6.3 Initiation of Action

The concerned Department/Authority shall, with the intimation to the GRO:

i. Initiate necessary administrative and procedural steps for compliance;
ii. Issue internal instructions/orders to subordinate offices or field functionaries;
iii. Coordinate with all concerned stakeholders to ensure timely execution of directions;
iv. Ensure that the action taken is substantive, complete, and in conformity with the order.

1.6.4 Preparation of Action Taken Report (ATR)

After taking necessary action, the Department shall prepare an Action Taken Report (ATR), which shall include:

i. Brief particulars of the case;
ii. Details of action taken in compliance with the order;
iii. Copies of supporting documents/orders issued;
iv. Present status of compliance (complete/partial/pending with reasons).

The ATR shall be duly approved by the competent authority before submission to State Commissioner for PwDs

1.6.5 Timeline for Compliance

In accordance with statutory provisions, the ATR shall be submitted to the State Commissioner within a period of three (3) months (90 days) from the date of receipt of the order/recommendation.

1.7. Non-Acceptance of Recommendation

1.7.1 Procedure

In cases where the concerned Department/Authority is of the considered view that the recommendation/ order cannot be accepted, it shall:

i. Record detailed, cogent, and reasoned justification for such non-acceptance;
ii. Obtain approval of the competent authority at the appropriate level.

1.7.2 Communication

The reasons for non-acceptance shall be:

i. Communicated to the State Commissioner within the prescribed period; and
ii. Simultaneously communicated to the complainant, ensuring transparency.

1.8. Monitoring and Review

1.8.1 Department Level Monitoring

Each Department shall:

i. Maintain a register/database of cases received from the State Commissioner;
ii. Track the status of each case, including timelines and compliance;
iii. Conduct periodic internal reviews to ensure timely disposal of cases;
iv. The Grievance Redressal Officers (GROs) appointed by the respective Departments under Section 23 of the *Rights of Persons with Disabilities Act, 2016* are responsible for maintain communication between Department and Office of State Commissioner for PwD.

1.8.2 State Level Monitoring

The State Commissioner shall:

i. Periodically review the compliance status of orders/recommendations;
ii. Identify Departments/Authorities where compliance is delayed or unsatisfactory;
iii. Call for explanations from concerned officers;
iv. Issue further directions, as deemed necessary.

1.9. Escalation Mechanism

In cases of non-compliance or undue delay, the State Commissioner for PwD will refer the matter to the Administrative Secretary of the department and record a note in annual report of that year.

1.10. Record Management

1.10.1 Maintenance of Registers

All Departments shall maintain the following records:

i. Complaint/Case Register
ii. Order/Recommendation Register
iii. Action Taken Report (ATR) Register
iv. Compliance Monitoring Register

These records shall be updated regularly and shall be made available for inspection, as and when required.

1.10.2 Digital Monitoring

The DoSSWCD will develop a digital MIS-based tracking system which will ensure online monitoring, generate alerts for pending and delayed cases; and ensure real-time tracking of compliance.

1.11. Reporting

1.11.1 Periodic Reports by Departments

Departments shall, wherever required:

i. Submit monthly/periodic progress reports regarding compliance of orders;
ii. Provide status of pending and disposed cases.

1.11.2 Reporting by State Commissioner

The State Commissioner shall:

i. Submit an Annual Report to the State Government;
ii. Highlight key issues, systemic gaps, and recommendations for policy and administrative reforms.

1.13. Mandatory Compliance by Departments

All Departments, Boards, Corporations, Local Authorities, and Institutions under the Government of Punjab shall ensure strict and time-bound compliance with the orders, recommendations, and directions issued by the State Commissioner for Persons with Disabilities under the Rights of Persons with Disabilities Act, 2016.

No authority shall delay or avoid compliance except in accordance with the procedure prescribed under law.

1.13.2 Reference of Difficulties

In case of any practical difficulty, ambiguity, or legal issue in implementation of the directions issued by the State Commissioner:

i. The concerned Department/Authority shall promptly seek clarification or guidance from the Office of the State Commissioner or the Administrative Department;
ii. Such reference shall be made well within the prescribed timelines, without causing delay in compliance;
iii. Pending such clarification, the Department shall take all possible interim steps to ensure that the intent of the order is not defeated.

1.13.3 Interpretation

In case of any doubt regarding interpretation of these SOPs, the matter shall be referred to the Administrative Department, whose decision shall be final.

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